



CI Arb
evolving to resolve

Recruitment pack



Leadership
Teamwork
Self-management
Transparency

Enthusiasm
Excellence
Initiative
Focus

www.ciarb.org



CI Arb is a registered Charity in
England and Wales, No: 803725

Job description

Job Title: Regional Relationship Manager

Date: April 2021

Reporting to: Deputy Director General

Location: Singapore

Overview

The Chartered Institute of Arbitrators (CI Arb) is a not-for-profit, registered charity working for the public benefit through an international network of branches. CI Arb supports the global promotion, facilitation and development of all forms of private dispute resolution. It has a global membership in excess of 17,000 individuals who have professional training or experience in alternative dispute resolution (ADR).

Job Purpose

The Regional Relationship Manager role presents an exciting opportunity for an individual to play a key role in promoting alternative dispute resolution and the growth of CI Arb in the Region. The postholder will support the delivery of member and education services and will identify new opportunities for CI Arb within the region to strengthen engagement with the business community, the ADR community, CI Arb members and potential CI Arb members.

The post holder will work closely with colleagues around the globe ensuring that the regional delivery is in line with CI Arb's overall vision and strategic priorities.

Major Objectives:

- a. Regional Planning and Reporting:
 - Within CI Arb global strategy developing a Regional Strategy.
 - Developing and implementing an Annual Action Plan to deliver the Regional Strategy against a balanced scorecard of measures.
 - Provide regional intelligence to inform how best to promote ADR and support membership in the Region
- b. Delivery of Education, Training and Qualifications:
 - Co-ordinate with HQ the delivery of training and the delivery of qualifications across the Region, including identifying training opportunities.
 - Maintain and co-ordinate with HQ the training by Recommended Course Providers
- c. Development of the Learned Society:
 - Co-ordinate with HQ and Branches regional development of the Learned Society through conferences, publications and liaison with academic establishments and professional bodies
- d. Facilitation of ADR:
 - Identify and develop opportunities for ADR panels across the Region.

- Monitor CIArb and Institutional Rules and Guidance on ADR.
 - Engage with Regional and country governments and administration to educate and influence the practice of ADR
- e. Resources and Member Benefits:
- Engage with the local ADR community and meets all legal and charity requirements.
 - Act as a relationship manager for members, Branches and other organisations in the Region.
 - Provide guidance and support to Branches.
 - Enhance member development and membership growth through a unified and consistent events schedule (including events for Young Members), ensuring that activities are aligned with CIArb's strategic aims, that they build brand value and are marketed and delivered according to local needs.
 - Assist prospective members in the process of joining CIArb and replying to requests for information and assistance.

Requirements:

Essential:

- An interest in ADR and alignment to the purpose and ambitions of CIArb as demonstrated through previous career choice.
- Sound knowledge and understanding of diverse economic, social and cultural aspects of the Region.
- Business Development experience
- Policy influence and public relations work
- Credible individual of personal and professional maturity and gravitas
- A market development mindset and approach to growth; keen to connect to and widen CIArb's member base and strengthen the Institute's impact and reach.
- Excellent verbal and written communication in English
- Energetic, imaginative, enthusiastic and self-motivated
- Ability to pass on clear information to others
- Ability to take ownership and responsibility
- Ability to prioritise tasks and meet deadlines
- Ability to work on own initiative and resolve problems proactively
- Able to remain calm under pressure and to easily adapt to change
- Strategic thinker with an ability to innovate, whilst being pragmatic and tenacious in the achievement of results
- Excellent communicator with strong influencing skills who can establish credibility quickly, build effective relationships and act as a true ambassador for CIArb in the Region

Desirable:

- Proven track record of delivery and success demonstrating strong leadership skills, commercial acumen and a suite of positive behavioural traits aligned to the values of the CIArb (ethical, professional, innovative, improving, teamworking and in the public interest)
- Experience of developing successful communications strategies and planning communications work.
Evidence of proactively initiating and developing relationships and partnerships with excellent influencing skills and relationship management capability
- Experience of dealing with trade or national media
- Knowledge or experience of ADR

Summary terms and conditions

Contract: Permanent

Salary: circa £55,000

Notes: This post will be subject to background checks. A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. This job description does not form part of your contract of employment.

How to apply: To apply for this job opportunity, please click on [APPLY HERE](#)

Closing date: 2 April 2021